

## Customer Service Report for the Network Branch

For the period: Monday, June 01, 2009 12:00:00 AM to Tuesday, June 30, 2009 11:59:59 PM



Snapshot Date: 7/1/2009 7:16:13 AM

	CREATED				ASSIGNED /PENDING/CHECKED OUT			CLOSED			AVG MIN
	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
<b>Accounts</b>											
Access/Login	2	0	0	9	0	0	1	0	0	10	8
Deactivate/Close	0	0	0	75	0	0	0	75	0	0	1
Edit Account	0	0	0	2	0	0	0	0	0	2	18
General Info	1	0	0	1	0	0	1	1	0	0	2
Register/Open	2	0	0	495	0	0	1	495	0	1	0
<b>Back Office Support</b>											
Active Directory	0	0	0	11	0	0	0	2	0	9	4
Backup/Restore	1	0	0	2	0	0	1	0	0	2	6
Configuration	0	0	0	1	0	0	0	0	0	1	0
Maintenance	0	0	0	4	0	0	0	0	0	4	0
Permissions/Shares	8	0	0	2	0	0	0	0	0	10	2
Troubleshoot	1	0	0	0	0	0	0	1	0	0	8
<b>CIT Categories</b>											
LISTSERV	33	0	0	0	2	0	0	26	0	5	14

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<b>CIT Categories-General Information</b>											
General Info	0	0	0	1	0	0	0	0	0	1	0
<b>Conference Room Support-Equipment Setup</b>											
Equipment Setup	1	0	0	1	0	0	0	0	0	2	16
<b>Connectivity</b>											
Connect Direct	0	0	0	1	0	0	0	0	0	1	0
Data lines	0	0	0	3	0	0	1	0	0	2	0
General Info	5	0	0	1	0	0	0	2	0	4	10
TCP/IP	11	0	0	8	0	0	3	7	0	9	10
VPN	1	0	0	0	0	0	0	1	0	0	5
<b>Email</b>											
Exchange Email	0	0	0	5	0	0	1	3	0	1	10
General Info	0	0	0	1	0	0	0	0	0	1	0
MS Outlook	2	0	0	1	0	0	0	2	0	1	33
<b>Hardware</b>											

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General Info	0	0	0	1	0	0	0	0	0	1	0
Servers/Config/Setup	1	0	0	11	0	0	9	0	0	3	1
Servers/Maint	0	0	0	1	0	0	1	0	0	0	0
Servers/Troubleshoot	1	0	0	0	0	0	0	0	0	1	6
<b>Local LAN</b>											
LocalLAN/Connectivity	230	0	0	49	8	0	34	25	0	212	7
LocalLAN/General Info	26	0	0	78	0	0	14	3	0	87	2
LocalLAN/Upgrade	1	0	0	2	0	1	1	0	0	1	0
<b>NIHnet</b>											
Chronic-Access	0	0	0	1	0	0	0	0	1	0	0
Chronic-Remote Access VPN	2	0	0	0	0	0	1	0	0	1	3
Closet Access-LAN	24	2	0	1	0	5	3	2	16	1	3
Closet Access-Telecom	1	0	0	0	0	0	0	0	1	0	18
HazCon-Access	0	6	0	0	0	1	0	0	5	0	0
HazCon-FACnet	0	2	0	0	0	0	0	0	2	0	0
HazCon-NIH Customer	0	2	0	0	0	0	0	0	2	0	4

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HazCon-Other	1	6	0	0	0	2	0	0	5	0	1
Impairment-Access	0	2	0	0	0	1	0	0	1	0	0
Impairment-FACnet	1	0	0	0	0	0	1	0	0	0	0
Impairment-NIH Customer	0	1	0	0	0	1	0	0	0	0	0
Impairment-Other	5	4	0	0	0	1	0	0	8	0	3
Impairment-Wireless	1	0	0	0	0	0	1	0	0	0	0
Inquiry	13	7	0	1	0	4	2	2	11	2	4
Maintenance-Access	0	19	0	1	0	16	1	0	3	0	0
Maintenance-Bldg 12 Data Center	0	0	0	1	0	0	0	0	0	1	0
Maintenance-Distribution	0	2	0	0	0	1	0	0	1	0	0
Maintenance-DMZ	0	1	0	0	0	0	0	0	1	0	0
Maintenance-Facilities HVAC	2	0	0	0	1	0	0	1	0	0	2
Maintenance-Facilities Other	1	0	0	0	1	0	0	0	0	0	0
Maintenance-Facilities Power	11	0	0	0	0	0	0	6	4	1	3

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Maintenance-FACnet	0	0	0	3	0	0	1	0	0	2	0
Maintenance-NIH Customer	0	1	0	2	0	0	1	0	1	1	0
Maintenance-Other	36	0	0	2	11	0	0	25	0	2	5
Maintenance-Remote Access VPN	0	4	0	1	0	1	1	0	3	0	0
Maintenance-Wireless	1	2	0	0	0	0	1	0	1	1	2
Network NMS-Device Config Backup	0	4	0	1	0	0	0	0	5	0	0
Network NMS-NMS Element Manage	0	2	0	3	0	2	1	0	2	0	0
Network NMS-NMS Element Un-manage	0	1	0	1	0	0	0	0	1	1	0
Network Sec-Firewall	2	1	0	21	0	1	11	0	1	11	0
Network Sec-Other	1	12	0	1	0	0	0	0	12	2	1
Outage-Access	1	4	0	0	0	1	1	0	3	0	1
Outage-DMZ	0	3	0	0	0	1	0	0	2	0	0
Outage-FACnet	2	9	0	0	0	0	0	2	9	0	3
Outage-NIH Customer	1	2	0	0	0	1	0	0	2	0	0

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Outage-Other	6	10	0	0	0	2	0	5	8	1	6
Outage-Remote Access VPN	1	0	0	0	0	0	0	0	0	1	6
Outage-Wireless	0	21	0	0	0	2	1	0	17	1	1
Server Support-DNS	12	0	0	4	0	0	2	3	0	11	7
Server Support- Listserv	1	0	0	0	0	0	0	1	0	0	8
Server Support-Other	4	0	0	0	0	0	2	0	0	2	2
Server Support- TACACS	0	2	0	1	0	1	1	0	0	1	0
Service Prov-Access	2	0	0	1	0	0	1	0	1	1	6
Service Prov-Bldg 12 Data Center	3	0	0	3	0	0	1	0	0	5	2
Service Prov-DMZ	1	0	0	0	0	0	1	0	0	0	0
Service Prov-IP Address Admin	11	0	0	1	0	2	1	1	1	7	7
Service Prov-Other	6	1	0	1	0	1	2	0	2	3	4
Service Prov-Port Add	125	1	0	9	0	7	8	8	87	25	7
Service Prov-Port Change	21	0	0	1	0	2	4	0	15	1	7

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Service Prov-Remote Access VPN	6	0	0	0	0	1	0	3	0	2	6
Service Prov-Wireless	3	1	0	3	0	0	1	0	2	4	9
<b>Project Work</b>											
Other	0	0	0	2	0	0	1	0	0	1	0
<b>Wireless Services</b>											
WN/Configuration/Setu p	4	0	0	1	0	0	0	2	0	3	13
WN/Request	2	0	0	0	0	0	0	1	0	1	24
WN/Troubleshoot	1	0	0	0	0	0	0	1	0	0	30
<b>Grand Total:</b>	<b>642</b>	<b>135</b>	<b>0</b>	<b>833</b>	<b>23</b>	<b>58</b>	<b>120</b>	<b>706</b>	<b>236</b>	<b>467</b>	<b>4</b>

Total Tickets Closed: 1409

Total Tickets Assigned/Pending/Checked Out: 201

Total Tickets Created: 1610